



புதுச்சேரி மாநில அரசிதழ்

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PART - I

சிறப்பு வெளியீடு

EXTRAORDINAIRE

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GOVERNMENT OF PUDUCHERRY

DIRECTORATE OF INFORMATION TECHNOLOGY

(G.O. Ms. No. 1/DIT/2017/040, Puducherry, dated 20th April 2017)

ORDER

Whereas, the National e-Governance Plan (NeGP) of the Government of India aims to make all Government services accessible to the common man in his locality, through common services, delivery outlets and to ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man;

And whereas, e-District project envisages integrated and seamless delivery of citizen services by the Mission Mode Project(MMP) envisages leveraging and utilizing the four pillars of e-infrastructure namely, State Data Centre (SDCs), State Wide Area Network (SWANs), State Service Delivery Gateways (SSDGs) and Common Service Centres (CSCs), optimally to deliver public services electronically to citizens at their door steps.

And whereas, the Government of Puducherry by implementing e-District project desires to create a mechanism to deliver public services by also utilizing the network of the Common Services Centre (CSCs) which would be primary front end channels as envisaged in the project.

And whereas, earlier the application for various Government Services were parallelly received through online mode (e-forms developed under SSDG project) facilitating the citizens to upload their application from anywhere through internet and thereafter the respective field officer of the concerned department will download the application and process, deliver the services to the citizens from their departments .

And whereas, the State Apex Committee in the meeting held on 7-2-2017 upon considering the above advantages, and to overcome difficulties faced by citizens, increasing accessibility, enabling faster service delivery, the e-District project has been launched, wherein multiple services of different Departments are provided under a single roof. Thus, the e-forms already developed through SSDG project have been integrated in the e-District Project envisaging automation of work flow and backend computerization to enable the delivery of the services of 11 Line Department (72 Services) through uniform application of rules in the First in First Out (FIFO) method. In this connection M/s. CMS computers has been appointed as System Integrator (SI) for the project, who has developed e-Forms along with workflow automation for line departments.

And whereas, the Payment Gateway has been integrated with e-Forms, to enable the citizens to remit the fee.

Now, therefore, it is hereby notified that the process of delivery of 72 Nos. of services of 11 Departments, herein called as scheduled services being automated, the Government would now onwards accept and process the service requests through electronic channel only. In order to ensure smooth continuity of service to the public during the transition/switch over period, the present manual system will also be parallelly adopted along with online mechanism until 30-4-2017 from 23-3-2017 (*i.e.*), date of Go-Live of e-District application. Thereafter *i.e.*, from 1-5-2017, the present manual process will be completely discontinued and 72 Nos. of scheduled services would be rendered through online/ Common Services Centres only.

The purpose of this Government Order is to ensure that defined process of service delivery is followed as per the instructions and guidelines in the following sections of the Government Order. The important components of service delivery process are being listed below:

1. *Process for Registering service request :*

The request related to the services identified in schedule of services can be accepted at the Common Services Centres established under CSC 2.0 scheme by Puducherry e-Governance Society or through online mode or any other arrangement made by the Government, for accepting the request without discretion of any kind. The Government Official should now onwards accept the service request through electronic channel only. The applicant has option to submit a service request through any of the below mentioned procedures:

Application at Common Service Centre Scheme	Application through internet
Request for any of the scheduled service from citizen should be acceptable in electronic form through any of the CCS. The systematic procedure for applying at CSC will be as follows:	Any citizen will be able to apply for any of the scheduled services through internet. The systematic procedure for applying through internet will be as follows:
1. The applicant will submit his request for a scheduled service to the authorized CSC operator by providing him required details/filling pre defined service request form along with required supporting documents.	1. The citizen is accessing the e-District application for the first time will have to register and provide all required details other than he/she would be issued a user ID and password.
2. The applicant will have to prove his identity to the Authorized operator using any Government issued id proof.	2. The applicant will login into the e-District application using the user ID and password and will select and open the required service on the e-district application and fill in the required details.

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3. The authorised CSC operator will login into the e-District application using his User ID and password.
 4. The authorized CSC operator after receiving his request will upload the form with the details provided by the applicant.
 5. The authorized CSC operator should scan (from original document) any supporting document provided by the applicant and upload wherever mandatory.
 6. The applicant will check the details in the uploaded application form and if found correct will sign the application form using a electronic pad or put his thumb impression using biometric device. Applicant will then pay the specified Government fees and facilitation charges, to the authorised CSC operator.
 7. The authorized CSC operator should then print the Acknowledgement Receipt carrying unique acknowledgement number generated automatically by the e-District application, signs it and hand it over to the applicant.
 8. The unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.
 9. The authorised CSC operator should then prepare application case file, containing the supporting documents (attested copy) submitted by application.
3. The applicant will scan and attach the supporting documents, if any and will pay the fee using the payment gateway upon successful payment of fee his request will be submitted on the e-district application.
 4. Applicant will take a print of the acknowledgement receipt generated by the e-District applicant after submitting the service request.
 5. The unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.
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(a) Supporting documents:

The applicant needs to upload a copy of any of the following documents according to the *criteria* specified by concerned Departments. In the e-District application

1. Ration Card
2. Voter Card
3. Aadhaar Card
4. Date of Birth
5. Residence Certificate
6. School Certificate
7. Any other relevant documents specified in the application

2. Process of rendering of the Scheduled services:

All Government officers, directly or indirectly accountable for processing of service request will have login ID and password for discharging their responsibility. The procedure for processing application work flow and level of authentication varies according to the services rendered by the Line Departments . The general procedure for processing the application will as follows:

(1) The dealing clerk will log into his/her account daily and receives the service requests. He/She examines the complete application details and process it, enter his remarks submits it to next level of Authority.

(2) The next level authority/Competent Authority log into his/her account daily and receives the service requests and examines the complete application details and remarks made by dealing assistant. Based on which he can take the following three actions.

- (a) If he is satisfied with the details he will approve the request.
- (b) If he is dissatisfied he may reject the service request giving reason for rejection.
- (c) He may mark the application to concerned dealing assistant for carrying physical verification of the application or call for further clarification.

(3) If the Competent Authority approves the request the e-District application will generate the request service digitally signed to the applicant and will store into the e-District data base.

(4) If the competent Authority rejects the application he must provide a reason for the same and digitally sign his response.

- During all the steps mentioned above, the Dealing Assistant/Competent Authority will have an access to various other electronic databases which they could refer to verify the credentials of the applicant.

3. Process for delivery of the service request:

- (i) To receive the service request the applicant should visit any of the CSC Centre and provide the Acknowledgement receipt carrying the acknowledgement number.
- (ii) The Authorized CSC operator should login into the e-District application and type the acknowledgement number and retrieve the digitally signed certificate.
- (iii) The certificate print out should be duly stamped and signed by the operator.
- (iv) The applicant can also download the digitally signed certificate through online mode by logging in and providing in the acknowledgement number.

4. Service Level for processing of service requests:

Service levels for all the intermediate process activities have been clearly defined in the citizen charter of the Line Departments. It is preferable for all the concerned process actors to observe them. However these service levels are for internal reference of the department and cannot be pursued to the Court of Law.

5. MIS reports format for monitoring of issuance of service requests:

The e-District application is capable of generating MIS reports on various parameters. These computer generated reports should be referred by the concerned official for various purposes.

6. Escalation Matrix:

Escalation matrix for the critical process activities has been clearly defined in the e-District application and it is mandatory for all the concerned officials to take action on the computer generated escalations so as to meet the predefined service levels.

SCHEDULE OF SERVICES OFFERED BY THE DEPARTMENTS

Sl. No.	Department	Sl. No. of Services	List of Services
(1)	(2)	(3)	(4)
1	Agriculture Department	1	Backend Subsidy for Paddy/Natural Calamities/Sugarcane Nursery Premium.
		2	Backend Subsidy for Agricultural Machinery and Farm Implements
		3	Backend Subsidy for Horticultural Crops
		4	Back end Subsidy for irrigation(Sprinkler/Drip/Pipeline/Tube well/ Dug well and Motor) (New)
		5	Issue of Farmers Identity Card (New)
		6	Issue of Farm Inputs (New)
		7	Assistance to Agricultural labourers through PAWWS, Puducherry (New).
2	Revenue Department	8	Issuance of Income Certificate
		9	Issuance of Residence/Nativity Certificate
		10	Issuance of Caste/Community Certificate
		11	Issuance of Solvency Certificate
		12	Issuance of Permanent Integrated Certificate
		13	Rajiv Gandhi Social Security Scheme
3	Survey and Land Records Department.	14	Patta Transfer
4	Quasi Judicial Authority 1. Collector 2. Deputy Collector 3. Director (Survey and Land Records Department)	15	Status Tracking of Cases
		16	Daily Cause List Preparation
		17	Copy of Final Orders
5	Social Welfare Department	18	Financial Assistance to disabled
		19	Transport allowance to Physically Handicapped persons
		20	Fuel Subsidy to Physically Handicapped persons
		21	Funeral expenses to Physically Handicapped persons
		22	Obtaining ID Card for Disabled persons
		23	Issue of Motorized Tricycle to Ortho Handicapped persons
		24	Marriage Incentive/Assistance to PH and Normal and both disabled persons.
		25	Fresh Scholarship for the Physically Handicapped students
		26	Incentive to Eye Donors. (New)
		27	Issue of Prosthetic appliance to the Differently Abled Persons (New).
		28	Issue of Bus Pass to the Differently Abled Persons (New)

(1)	(2)	(3)	(4)
6	Industries Department	29 Training Programs under Development of Handicrafts 30 Advanced Training program under Development of Handicrafts 31 Training program for development of Coir Industries 32 Advanced training program for development of Coir Industries 33 In-Plant Training (Industries and Service Oriented) 34 Vocational Training (Institution Oriented) 35 Advanced/ High Skilled Training 36 Training program for Development of Silk Industries 37 Assistance under motivation for Unemployed person	
7	Fisheries Department	38 Financial Assistance to mechanized boats during ban on fishing 39 Subsidy for Auto carriers, Boats, Brackish Water, Aquarium tank 40 Input Subsidy for inland fish culture 41 Old Age Pension for Fishermen 42 Cash awards to students 43 Subsidy of 75% towards reimbursement of annual premium paid for insuring of mechanized boats (New). 44 Subsidy for Insulated icebox of the Fish Vendors (New)	
8	Adi Dravidar Welfare Department.	45 Assistance for poor pregnant and lactating women 46 House Construction Subsidy 47 Assistance on construction of sanitary latrine 48 Funeral expenses for Adi Dravidar 49 Inter-caste Marriage 50 Marriage Assistance to poor bride marriage 51 Pre-metric Scholarship (including scholarship for children of parents in unclean occupation) 52 Post-metric Scholarship 53 Retention Scholarship to SC girl students 54 Dr. Ambedkar Financial Assistance scheme for SC students studying professional courses through CENTAC. 55 Perunthalaivar Kamaraj Financial Assistance 56 Issuance of duplicate copy of House Site Patta (New) 57 Name Transfer of House Site patta (within legal heirs) (New) 58 Grant of Financial Assistance to the patients suffering from prolonged illness (New). 59 Admission into Government Boys'/Girls' Hostel (New)	

(1)	(2)	(3)	(4)
9	Women and Child Development Department.	60	Grant of Financial Assistance for performance of marriage of poor bride.
		61	Grant of Marriage Allowance towards marriage of daughter of destitute widows.
		62	Family having one/two girl child and parents who have undergone family planning
		63	Parents having one girl child studying between 8th and 10th
		64	Financial Assistance for Pregnant and Lactating Women (Kulavilakku-Aravannaippu).
		65	Incentive for Widow remarriage
		66	Pension for Old Age and Widow
		67	Funeral Assistance for Old Age Pensioners (new)
10	Animal Husbandry Department.	68	Sheep/Goat Development Scheme
		69	RKVY Elite-Three Dairy Farm Units
11	Education Department	70	Incentive to students of Government Schools
		71	Digitization and Printing of Transfer/Conduct/Identity Certificates (New)
		72	Online application submission for Recognition of schools and its renewal (New).

(By order)

Dr. A.S. SIVAKUMAR,
Joint Secretary to Government (IT).